

**REQUEST FOR PROPOSAL [RFP]  
FOR  
“SUPPLY, INSTALLATION, CONFIGURATION,  
IMPLEMENTATION & MAINTENANCE OF HARDWARE,  
SOFTWARE AND OTHER ITEMS  
IN  
CANARA BANK”**

Issued by: Canara Bank,  
AP&M Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
Phone No - 080- 25590070,25584873  
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**A. BID SCHEDULE & ABBREVIATIONS**

**1. BID SCHEDULE**

1.	Description	Details
2.	RFP No. and Date	RFP 09/2019-20 dated 20/06/2019
3.	Name of the Wing	Department of Information Technology
4.	Brief Description of the RFP	Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank
5.	Bank's Address for Communication	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001  Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
6.	Date of Issue of RFP	20/06/2019, Thursday
7.	Tender Fee (Non-refundable)	Rs. 29,500/- (including 18% GST)
8.	Earnest Money Deposit (Refundable)	Rs. 5,00,000/-
9.	Performance Bank Guarantee/Bid Security	15% of Total Order Value
10.	Last Date, Time and Venue for Submission of Bids	15/07/2019, Monday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	15/07/2019, Monday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Part-B-Technical Bid / Part-C-Commercial Bid (Indicative)	Will be intimated at a later date.
13.	Pre-Bid Meeting Date & Time	<ul style="list-style-type: none"> <li>o Pre-Bid meeting will be held on 01/07/2019, Monday at 3.30 pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</li> <li>o Pre Bid queries should be submitted as per Appendix-D.</li> <li>o Pre-Bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 28/06/2019, Friday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 09/2019-20 dated 20/06/2019".</li> </ul>

		Queries reaching after 3.00pm on 28/06/2019 will not be entertained.
14.	Other Details	<ol style="list-style-type: none"> <li>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</li> <li>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>.</li> <li>3. No suggestions or queries shall be entertained after pre-bid meeting.</li> </ol>
15.	<p>This document can be downloaded from following website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>, <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies &amp; any communication etc. will be uploaded in the Bank's website only (i.e. <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>). No individual communication will be sent to the individual bidders.</p>	

**DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



**2. Abbreviations:**

1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	DBE	Database Enterprise
6.	DC	Data Center
7.	DD	Demand Draft
8.	DIT	Department of Information Technology
9.	DR	Disaster Recovery
10.	DSB	Department of Supervision by Banks
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	LD	Liquidated Damage
15.	MAF	Manufacturer Authorisation Form
16.	MCA	Ministry of Corporate Affairs
17.	MOC	Memorandum of Change
18.	MSE	Micro and Small Enterprises
19.	MSME	Micro Small & Medium Enterprises
20.	MTBF	Mean Time Between Failure
21.	MTTR	Mean Time To Restore
22.	NEFT	National Electronic Funds Transfer
23.	NI Act	Negotiable Instruments Act
24.	NSIC	National Small Industries Corporation
25.	OEM	Original Equipment Manufacturer
26.	OS	Operating System
27.	OSD	Original Software Developer
28.	PERT	Project Execution and Review Technique
29.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
30.	RTGS	Real Time Gross Settlement
31.	UAT	Users Acceptance Test
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## **B. INTRODUCTION**

### **1. About Canara Bank:**

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,300 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solution. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

### **2. Definitions:**

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the Reverse Auction process, subject to compliance to all the Terms and Conditions of the RFP, etc.

### **3. About RFP:**

The Bank wishes to procure Hardware, Software and other items from reputed vendors. In this connection, Bank invites sealed offer ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### **4. Objective:**

Bank intends to procure Servers to the locations of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

**5. Participation Methodology:**

- 5.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 5.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 5.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 5.4. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.

**6. Requirement Details:**

- 6.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank for Data Center (DC) & Disaster Recovery Center (DRC) as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following table:

Sl. No.	Item Details	Quantity
a.	Servers and Other Items as per Annexure-7.	49 Servers (28 in DC and 21 in DRC)
b.	Windows Server 2019 Standard OS as per Annexure-7.	256 quantities of 2-Packs of Core licenses with 03 years of Software Assurance (SA).
c.	RHEL 7.5 Enterprise Server Operating Systems standard subscription as per Annexure-7.	37 Nos. of Server License
d.	Red Hat OS Cluster Standard Subscription.	4 (2 in DC and 2 in DRC)

- 6.2. Detailed technical specification for each of the above is furnished in Annexure-7. All the Hardware, Software & other items ordered for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software & Other items should have comprehensive onsite warranty of Three (3) years & AMC/ATS of Two (2) Years (if contracted).
- 6.3. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.



**7. Eligibility Criteria:**

- 7.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and RFP for "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank" in the Bank shall hereinafter be referred as "Solution".
- 7.2. Interested Bidders, who can Supply, Install, Configure, Implement, and Support the Solution in Canara Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.
- 7.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" and not accompanied by relevant proof documents will not be considered for evaluation.

**8. Scope of Work:**

- 8.1. Bidder has to confirm compliance to the Scope of Work mentioned in Annexure-8.

**8.2. Project Completion and Management**

- 8.2.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 8.2.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

**9. Training:**

No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials.

**10. Technical / Functional Requirements**

The System Integrator (SI) shall comply with the Technical & Functional Specifications narrated in Annexure-7. SI should also maintain confidentiality of information shared with them during the tenure of the project.



**C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)**

**1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK:**

- 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the order. Delivery of all hardware, Software and Other Items should be within **6 weeks** from the date of acceptance of the Purchase Order for non-road permit locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **2 weeks** from the date of delivery of all the materials for each ordered locations.
- 1.3. Bank reserves the right to change/modify locations for supply of the solution. In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware, software and other items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations without any extra cost to the Bank. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 1.4. The Installation will be deemed as incomplete if any component of the hardware or software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.5. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.6. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

**2. Security:**

- 2.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.



- 2.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 2.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 2.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Softwares.
- 2.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 2.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 2.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 2.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

### 3. Pre-Dispatch Inspection (PDI):

- 3.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.
- 3.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.

### 4. Acceptance:

- 4.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 4.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 4.3. The warranty will cover all supplied components includes Hardware, software and other items will start after project acceptance & Signoff.

### 5. Uptime:

- 5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the



period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.

- 5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 5.5. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{Downtime minutes within contracted minutes})}{\text{Total contracted minutes in a month}} \times 100$$

5.6. Contracted minutes of a month = No. of days in that month X 24 X 60.

## 6. Penalties/Liquidated Damages:

6.1. Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items would be as under:

- 6.1.1. Non-compliance of the Supply/delivery as per clause (1.1) will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).
- 6.1.2. Non-Compliance of the Installation, configuration, implementation as per clause (1.2) will result in the Bank imposing penalty of 0.50% on delay on installation per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes)
- 6.1.3. However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 10% of the total value of the order Plus GST (exclusive of Taxes).

## 6.2. Penalties/Liquidated damages for not maintaining uptime:

6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and AMC/ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.90% to 100%	No Penalty would be deducted
98.90% to < 99.90%	0.10% (Plus GST) on total order value for every hour or part thereof.



97.90% to 98.90%	0.20% (Plus GST) on total order value for every hour or part thereof.
96.90% to 97.90%	0.30% (Plus GST) on total order value for every hour or part thereof.
95.00% to 96.90%	0.50% (Plus GST) on total order value for every hour or part thereof.
<95.00%	1.00% (Plus GST) on total order value for every hour or part thereof.

- 6.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount payable for one year (plus GST).
- 6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 6.3. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 6.4. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 6.5. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 6.6. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 6.7. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 6.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 6.9. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 6.10. All the above LDs are independent of each other and are applicable separately and concurrently.
- 6.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



**7. Payment Terms:**

7.1. Payment will be released after execution of Contract Agreement and the schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Supply and Delivery of Hardware, Software & other items	50%	After complete delivery of Hardware, Software and other items on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied.
2.	Installation, configuration and implementation of Solution as per scope of work.	50%	After successful installation, configuration and implementation of Hardware, Software & other items supplied as per Scope of Work and Technical requirements and after Acceptance of Project & Sign off. The invoice and installation report should contain the product serial number of the items supplied.

7.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

7.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

7.4. Bank will not pay any amount in advance.

7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.

7.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

7.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

**8. Support:**

8.1. The Bidder has to provide complete support and support will be required for end-to-end installation, configuration, implementation and maintenance of the proposed solution during contract period.

8.2. Bidder will be responsible for attending complaints during all hours 24\*7 basis of Contract Period.





- 8.3. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 8.4. Support has to cover to solve day to day issue while using the proposed solution in our environment like resolving the issues related to incident, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 8.5. However, penalty shall be applicable as per uptime clause.
- 8.6. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 8.7. **Response Time and Meantime to Restore [MTTR]**
  - 8.7.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
  - 8.7.2. Time specified above is from lodging of complaint.

**9. Software, Drivers and Manuals:**

- 9.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 9.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

**10. Warranty:**

- 10.1. The bidder has to provide comprehensive On-site warranty for Three (3) years for Hardware and other items.
- 10.2. The Bidder warrants that the Software/Solution/Hardware will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 10.3. The warranty will cover all supplied components includes Hardware & other items and will start after project acceptance & Signoff.
- 10.4. The Software, Hardware & other items deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, Hardware and maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three year from the Date of Acceptance of the Solution.
- 10.5. If the Software/Hardware/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Software/Hardware/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 10.6. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 10.7. If any defect in the Software/Hardware/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the



Software/Hardware/Solution functions in accordance with the Contract for a reasonable period of time.

- 10.8. Despite any other provision, the Bank, may return a defective Software/Hardware/Solution to the Bidder within Sixty (60) days of delivery of the Software/Hardware/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 10.9. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 10.10. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

**11. Scope Involved During Warranty and AMC/ATS Period (if contracted):**

During the period of contract, up to completion of Warranty and also during Annual Maintenance Support/ Annual Technical Support (if contracted), the bidder shall do the following:

- 11.1. During the period of contract, up to completion of Warranty and also during Annual Maintenance Cost/Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 11.2. If any software, License and Hardware updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 11.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 11.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 11.5. The support shall be given in person only.
- 11.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 11.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 11.8. Escalation matrix should be provided for support, technical, project etc.



**12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):**

- 12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of three (3) year warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 12.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 12.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
- 12.5.1. Rectification of Bugs/defects if any.
  - 12.5.2. Ensuring uptime of 99.90%
  - 12.5.3. Preventive Maintenance.
  - 12.5.4. Maintenance of Hardware/Software/License supplied.
- 12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

**13. Mean Time Between Failures (MTBF):**

If during the warranty period and AMC/ATS period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware/Software items shall be replaced by equivalent / superior new hardware/Software items by the bidder at no additional cost to the Bank.



**14. Subcontracting:**

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

**15. Defect liability:**

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.



**D. BID PROCESS**

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



## E. SELECTION OF BIDDER

### 1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

### 2. Clarification of Offers:

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

### 3. Evaluation of Bid:

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 3.2. Part A-Conformity to Eligibility Criteria: The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Annexure-2** and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.
- 3.3. Part B-Technical Proposal:
  - 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A- Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B- Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. The proof of documents should be submitted as per **Appendix-B** and it will be evaluated by the Bank and Bank will seek clarification, if required.
  - 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 and Annexure-8 (scope of RFP).
  - 3.3.3. Against each of the specifications under Solution Specifications, there is a Bidder's response column (BR) where the bidder has 2 options viz., Fully Complied (FC) and Not Complied (NC) to indicate their response. **Bidders**



must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B-Technical Proposal.

- 3.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- 3.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 3.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 3.3.7. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- 3.3.8. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
  - 3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
  - 3.3.9.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 3.3.10. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART B-Technical Proposal for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank**”.

**3.4. Part C-Commercial Bid (Indicative):**

The Part C-Commercial Bid (Indicative) of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C-Commercial Bid (Indicative) submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

- 3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3 ...etc.

**4. Bidders Presentation /Site Visits / Product Demonstration/POC:**

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria.**



- 4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution by them. This exercise will be undertaken before opening of the bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.3. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.4. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 4.5. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.6. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

## **5. Normalization of Bids**

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
  - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
  - OR
  - 5.1.2. Revised submissions of the entire bid in the whole
- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

## **6. Intimation to Qualified/Successful Bidders:**

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. [www.canarabank.com](http://www.canarabank.com)). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3.... etc.,) will be announced as indicated above. No separate intimation will be sent to successful Bidder.





**7. Correction of Error in Commercial Bid (indicative)**

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid (indicative). If any such errors are noticed, it will be rectified on the following basis:

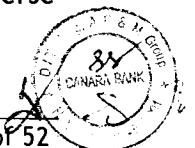
- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

**8. Determination of L1 Price:**

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per Annexure-14 of RFP or in a manner described in paragraph F of Appendix-J. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-J.

**8.3. Online Reverse Auction:**

- 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.
- 8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse



auction". However, the CAP price for Reverse auction will be fixed by the Bank.

8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.6. All the Bidders who have Quoted/Bidder in Reverse Auction have to submit break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days from the date the date and time Auction. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

**8.4. Re-auction/s Rules:**

8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

8.4.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

8.4.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.



**F. OWNERSHIP & AWARDING OF CONTRACT**

1.	Bid Validity Period	7.	Project Execution
2.	Proposal Ownership	8.	Security Deposit / Performance Bank Guarantee
3.	Project Ownership	9.	Execution of Agreement
4.	Acceptance of Offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



**G. GENERAL CONDITIONS:**

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of Disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



**H. PURCHASE PREFERENCE**

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.

  
DEPUTY GENERAL MANAGER



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
<b>Forms (Purchase Preference)</b>	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty



	Payment. (Not Applicable)
<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats (Not Applicable)</b>	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
<b>Other Format</b>	
Appendix-K	Location Details.



## Annexure-2

### Eligibility Criteria Declaration

[Note: These details should be on the letter head of Bidder and should be signed by an  
Authorised Signatory with Name and Seal of the Company]

The Deputy General Manager  
Canara Bank  
APM Group - DIT Wing  
HO: Bengaluru

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of  
Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 09/2019-20 dated 20/06/2019

We have carefully gone through the contents of the above referred RFP and furnish  
the following information relating to Eligibility Criteria.

	Sl. No	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and must have in existence for 3 years as on RFP date.	Bidder has to submit Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM	b)	Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution (OR) An authorized dealer	If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect.  If the bidder is an Authorized Dealer, an Authorization letter from their OEM & OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Five(5) years from the date of submission of the Bid.	





	c)	Minimum 50 Nos. of Servers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Scheduled Commercial Banks, Public or Private limited Companies in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	The Bidders has to provide order copy/reference Letter in their name from any two Scheduled Commercial Banks, Public or Private Limited Companies in India duly mentioning the hardware and software with make, model of the solution.	
FINANCIALS	d)	The Bidder should have minimum turnover of Rs. 10.00 Crores each year for the last three financial years (i.e. 2016-17, 2017-18 and 2018-19) from Indian Operations. This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet for last 3 Years [i.e. 2016-17 (audited), 2017-18 (audited) and 2018-19 (audited/provisional)]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
	e)	The Bidder should have Positive Net Worth as on 31/03/2019.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
BIDDER EXPERIENCE	f)	Bidder Should have supplied and successfully installed 50 numbers of servers in Scheduled Commercial Banks, Public or Private limited Companies in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	The Bidders has to provide order copy/reference Letter in their name from any two Scheduled Commercial Banks, Public or Private Limited Companies in India duly mentioning the hardware and software with make, model of the solution.	
	g)	The applicant should have support office in Bengaluru and Mumbai for 24x7 support.	The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Mobile No, Email-id etc. and no of engineers.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



## Annexure-7

### Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 09/2019-20 dated 20/06/2019

**Note:**

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

#### A. Technical specifications for Application, Web and Database servers:

1. Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	Minimum 2 Socket Processors of 2 <sup>nd</sup> Gen of Intel Xeon Scalable Processor family with minimum 12 cores per socket, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 16GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	
6.	HDD	Minimum usable 1TB SSD Disk in RAID 10 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	



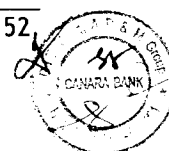
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	

**2. Technical Specifications for Application servers (2 Nos. at DC and 2 Nos. at DR):**

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	Minimum 2 Socket Processors of 2 <sup>nd</sup> Gen of Intel Xeon Scalable Processor family with minimum 8 cores per	



		socket, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 8GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	
6.	HDD	Minimum usable 1TB SSD Disk in RAID 10 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	



**3. Technical Specifications for Web servers (2 Nos. at DC and 2 Nos. at DR):**

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	1 no. Processors of 2 <sup>nd</sup> Gen of Intel Xeon Scalable Processor family with minimum 8 cores, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 8GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	
6.	HDD	Minimum usable 1TB SSD Disk in RAID 10 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network	



		traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	

**B. Technical specifications for Application, Web and Database servers (8 Nos. at DC and 8 Nos. at DR):**

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	2 X Intel Xeon Gold 6130 Processor (16 Core, 2.10GHz Base Frequency, 22 MB L3 Cache) or higher	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 16GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	
6.	HDD	Minimum usable 2TB SSD Disk in RAID 5 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot	



		swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	

**C. Technical specifications for Application, Web, Entitlement and Database servers:**

**1. Technical Specifications for Application, Entitlement and Web servers (6 Nos. at DC and 3 Nos. at DR):**

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	1xIntel® Xeon® Silver 6126 Processor (4 Core, 3 GHz Base Frequency, 19.25 MB L3 Cache, VT enabled) or higher Should be scalable to 2 CPUs socket	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 16 GB DDR4 RAM with 2666 MHz and upgradable up to at least 64 GB	
6.	HDD	Minimum usable 2TB SSD Disk in RAID 5 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	



8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	

**2. Technical Specifications for Database servers (2 Nos. at DC and 1 No. at DR):**





Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	1xIntel® Xeon® Silver 4215 Processor (8 Core, 2.50 GHz Base Frequency, 11 MB L3 Cache, VT enabled) or higher	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	Minimum 32 GB DDR4 RAM with 2666 MHz and upgradable up to at least 128 GB	
6.	HDD	Minimum usable 2TB SSD Disk in RAID 5 of higher capacity hot swappable disks	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	



22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS	
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**D. Technical Specifications of Software:**

Sl. No.	Software/Operating System	Particulars	Bidder's Compliance (Yes/No)
1.	Windows Server 2019 Standard edition OS	256 quantities of 2-Packs of Core licenses with 03 years of Software Assurance (SA). (Total number of Cores are 512)	
2.	RHEL 7.5	37 OS Licenses with 5 Years Standard Subscription	
3.	RHEL OS Cluster Subscription	4 Nos. with 5 Years Standard Subscription	

**Note: Bidders must fully comply with all requirements. Non-Compliance to any one of the requirements leads to disqualification of the Bidder in Part B - Technical Proposal.**

Date

Signature with seal

Name :

Designation :



## Annexure-8

### Scope of Work

**SUB:** RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

**Ref:** Your RFP 09/2019-20 dated 20/06/2019

Sl. No.	Scope of Work	Bidder Compliance (Yes/No)
1.	The scope of the Services and Maintenance is to be provided for a period of Five years from the date of acceptance by the bank (i.e. 3 years warranty and 2 years ATS/AMC).	
2.	During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.	
3.	Bidder has to supply all hardware with redundant power supply only.	
4.	The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.	
5.	The Scope of the work is for Supply, Installation, Configuration, Implementation and Maintenance of proposed Solution.	
6.	Bidder has to coordinate with Bank System Integrator while implementing the solution and during any point of time when ever issue is raised by the Bank.	
7.	Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty & AMC period.	
8.	The Bidder should note that servers and other items being procured shall be delivered at locations as per requirements of the Bank.	
9.	The Configuration as per the technical and other specifications offered of all equipment & other items must be functional and installed from the day one.	
10.	All necessary cables and other accessories required for successful installation of the hardware items as per the scope of work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	
11.	All patch update and patch management to be taken care and setup with confirmation as required.	
12.	Bidder should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.	
13.	Bidder should comply as per the IT related policies of the bank.	



14.	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment.	
15.	Bidder must generate and provide a complete holistic report before handover to ensure 100% serviceability of delivered solution.	
16.	Bidder is responsible for collection of logs and submission of the logs for further analysis and implementing the solution to resolve the incidents.	
17.	Bidder must engage Bidder professional team/services onsite to implement/install Hardware, Software & other items.	
18.	Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High level Design (HLD) and Low Level Design (LLD).	
19.	Bidder is responsible to inform if any new version/update/Service pack/firmware/code upgrade/upgrade of proposed solution is available by OEM, to the bank within seven days (7 days) of the release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract.	
20.	Bidder is responsible for health monitoring of the supplied Hardware & Software and other items.	
21.	If any more additional licenses are procured by the bank through the successful bidder or any other Bidder all such licenses are to be maintained by the bidder.	
22.	Bidder has to provide the escalation matrix to escalate any incident.	
23.	Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.	
24.	All installed OS software/firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank on monthly basis.	
25.	Bidder has to enable/configure event source so that the proposed solution can be integrated to Canara Bank Mail System.	
26.	Bidder has to install / re-install the operating system (if required), other software in the serves and support the same during warranty and AMC period without any extra cost to the Bank.	
27.	Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition so as to ensure trouble free functioning.	
28.	All the connectivity for the solution i.e. LAN and SAN switches need to be ensured by the bidder.	
29.	All proposed equipment's are required to connect existing SAN infrastructure i.e. SAN768B-2 in the coordination with IBM Team etc.	
30.	The proposed solution should be free from any kind of vulnerabilities.	
31.	Bidder should keep the bank explicitly informed the end of support dates on the related products/Hardware and should ensure a support during the warranty and AMC period.	
32.	Bidder must also provide the necessary power cables, Lan cables, FC cables from source to their provided rack as per the guideline of the Bank.	
33.	The Selected Bidder has to work with existing vendor for the SAN	



	cable lay, connectivity and Zoning of the SAN ports as required connecting the Proposed Hardware and Software.	
34.	Bidder should support should include to advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.	
35.	For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	
36.	The Bidder should note that Servers & Other Items being procured shall be delivered at locations as per requirements of bank and the Bidder will be required to support all such installations. The Bank reserves the right to change location by giving prior notice.	
37.	The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
38.	During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.	
39.	All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	
40.	Deployment of servers requires co-ordination with different project application vendors. The bidder should co-ordinate with the software vendors while installing and ensure installation and commissioning for running the applications for which these servers are procured.	
41.	The Bidder should setup the partition as required by the Bank. The details of the setup will be provided during the setup to the successful bidder.	
42.	All patch update and patch management to be taken care and setup with confirmation as required.	
43.	The Bidder shall conform the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.	
44.	Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	
45.	The bidder should provide email, telephonic and onsite resident engineer support	

Date

Signature with seal

Name :

Designation :



## Annexure-13

### Original Equipment Manufacturer (OEM) /Original Software Owner/Developer (OSO/OSD) in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OSO/OSD and should be signed by an Authorised Signatory of the manufacturer]

The Deputy General Manager,  
Canara Bank,  
Asset Procurement & Management Group,  
DIT-Wing, Naveen Complex, 14 M G Road,  
Bengaluru-560 001  
Karnataka

Dear Sir,

**SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.**

**Ref: Your RFP 09/2019-20 dated 20/06/2019**

We \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having factories/development facilities at 1)\_\_\_\_\_ and 2)\_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

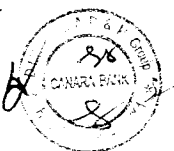
We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation. We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s .....for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" and "End of Support" for a minimum period of Five Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)  
For and on behalf of  
M/s .....



## Annexure- 14

### Bill of Material

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 09/2019-20 dated 20/06/2019

#### Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

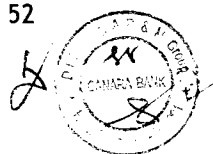
**Table -A**

**Price details of Hardware and Other items in Canara Bank**

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Cost Price				AMC/ATS (as per Table C)*				Quantity	Total Cost with 3 Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)	
		Unit Price with 3 years' Comprehensive onsite warranty and support (Excl. of Tax)	Tax for Column A		Unit Price with 3 years' Comprehensive onsite warranty and support (Incl. of Tax)	Two years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E		Two years AMC/ ATS charges per unit after warranty period (incl. of tax)			Unit Price with 3 Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period(Incl. of tax)
			B= % of tax	C= Tax Amt.			D= A+C	E				
1.	Servers as per Annexure-7-A(1)										13	
2.	Servers as per Annexure-7-A(2)										4	
3.	Servers as per Annexure-7-A(3)										4	
4.	Servers as per Annexure-7-B										16	
5.	Servers as per Annexure-7-C(1)										9	
6.	Servers as per Annexure-7C-(2)										3	
7.	Total Cost of Ownership for Five years contract period (Sum of column k of rows 1,2,3,4,5 and 6)											

\*Year wise breakup of AMC charges should be furnished in Table-D.



**Table-B**  
**Price details of Operating Systems Software**

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Tax for Column A		Unit Price (Incl. of tax)	Quantity	Total Cost (Incl. of tax)
		A	B % of tax	C Tax Amt.	D=A+C	E	F=(DxE)
1.	Windows Server 2019 Standard OS as per Annexure-7(D) with 3 years Software Assurance					256	
2.	RHEL 7.5 Enterprise Server Operating Systems as per Annexure-7(D) with 5 years standard subscription					37	
3.	Red Hat OS Cluster subscription as per Annexure-7(D) with 5 years standard subscription					4	

**Table-C**  
**Total Cost for 5 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Price details of Hardware & Other Items as per Table-A [Total of Column K]	
B	Price details of Operating Systems Software per Table-B [Total of Column F]	
C	Total Cost of Ownership [Sum of A and B]	

**Table-D**  
**Post Warranty AMC/ATS Charges year wise for Table-A**

[Amount in Indian Rupees]

Sl. No.	Description	Year wise breakup for AMC/ATS**					
		4th Year	5th Year	Total AMC/ATS Changes for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS Charge for 02 Years (Incl. of Tax)
		AMC/ATS Charges (Excl. of tax)	AMC/ATS Charges (Excl. of tax)				
a	b	c=(a+b)	d	e	f=(c+e)		
1.	Servers as per Annexure-7-A(1)						
2.	Servers as per Annexure-7-A(2)						
3.	Servers as per Annexure-7-A(3)						
4.	Servers as per Annexure-7(B)						
5.	Servers as per Annexure-7-C(1)						
6.	Servers as per Annexure-7-C(2)						

\*\*The Charges mentioned in column "c" of Table-D should tally with the charges mentioned under Price Details in column "E" of Table -A of Bill of Material. The Charges mentioned in column "f" of Table-C should tally with the charges mentioned under Price Details in column "H" of Table -A of Bill of Material.





**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



## Appendix -A

### Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy. (if eligible)
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 8) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation of Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Write up on the Work Experience / Expertise of IT Infrastructure Monitoring (ITIM) Tools.
- 17) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.

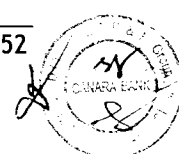


## Appendix-B

### Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical and Functional Requirements/specification for Solution should be complete with all columns filled in as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking Letter of Authenticity for Supply, Installation, Configuration, Integration, Implementation and Maintenance of IT Infrastructure Monitoring Tools in Canara Bank as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.



## Appendix-C

### Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Material as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible)

